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SUBJECT GROUP 2000-2099 TELECOMMUNICATIONS SYSTEMS

SUBGROUP 2060 - TELEPHONE SYSTEMS

2060.1 Hampton Roads Base Communications Office (BCO)

a. The Hampton Roads BCO is responsible for the day-to-day management, administration, operations and maintenance of existing base communications facilities and services, whether leased or government-owned. These facilities include voice, video, private line circuits (data, security, fire alarm, radio) and equipment.

b. The BCO for the Hampton Roads serves as liaison between Naval Computer and Telecommunications Area Master Station, Atlantic (NCTAMS LANT) and tenant activities, ashore and afloat, for telecommunications services or equipment requirements requiring the use of the base cable plant. The Hampton Roads BCO will approve all requests for use of government-owned copper or fiber insuring compatibility and interoperability with other systems on and off base and for conformance with life-cycle management policies via technical review. No additional outside wiring/cabling or modifications to government-owned communications systems shall be initiated without the approval of the Hampton Roads BCO.

2060.2 Services provided by the BCO

a. Official Telephone Service

(1) NAVSTA Norfolk and NAVPHIBASE Little Creek. The Hampton Roads BCO processes all requests for telephone installation, relocation, disconnection or repair. Requests for service shall be made to the Hampton Roads BCO (N22), using the Telephone Service Request (TSR) form (NCTAMS LANT 2060/2 (Revised 5/97)). The TSR is used by the BCO communications specialist to generate a Communications Service Authorization (CSA). A copy of the approved CSA is sent to the vendor with a copy faxed to the customer for record purposes. Forms can be obtained from the Hampton Roads BCO, Building M-51 (Room 146), or electronically by calling the BCO point of contact, or TSR@NCTAMSLANT.NAVY.MIL. It is essential that each command or activity liaison coordinate with the Hampton Roads BCO to identify communication requirements, both voice and private line circuits, as soon as they become known in order to ensure efficient and timely procurement action.

(2) WPNSTA Yorktown and Cheatham Annex. To order through the BCO Yorktown, customers must call the Customer Service Center (CSC) or Email BCO@NWSY.NAVY.MIL. Upon receipt of a request, the CSC will take the following actions:

(a) The CSC will create a service ticket utilizing Cable Assignment Information Retrieval System (CAIRS) software. A service

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ticket is generated using a telephone number or circuit ID. A priority restoration listing indicator is assigned to the ticket. A ticket number is automatically generated and provided to the customer.

(b) A technician is dispatched, based on workload.

(c) The technician closes out ticket with customer and returns completed ticket to the CSC.

b. Automated Attendant. The base Automated Attendant handles calls to NAVSTA Norfolk's main listed directory. Callers dialing this number are presented a menu enabling them to reach frequently called commands at NAVSTA Norfolk, NAVPHIBASE Little Creek, NAS Oceana, FCTCLANT, CINCLANTFLT Compound, NAVSECGRUACT Northwest, WPNSTA Yorktown and Cheatham Annex. Other menu options include ship arrivals and departures, medical and dental information, Personnel Support Detachments, BOQ/BEQ information or reservations, Navy Exchange information and Ticket and Tours information.

c. Defense Switched Network (DSN). DSN (formerly AUTOVON) is the principal long distance, unsecured voice communications network providing worldwide switched telecommunications service to DOD and certain non-DOD subscribers. NAVSTA Norfolk, FCTCLANT, NAS Oceana, NAVSECGRUACT Northwest, WPNSTA Yorktown and Cheatham Annex customers must dial "8" for DSN access; NAVPHIBASE Little Creek customers must dial "6" for DSN access. On the 836 telephone exchange, dial "888" for DSN access. Telephones with DSN access without global access can contact the DSN overseas operator by dialing "18".

d. Overseas DSN Calling and Precedence Calls. The DSN attendant is available to assist customers who place overseas or precedence calls subject to the DSN precedence system.

e. Commercial Toll. Long distance telephone calls transmitted via commercial circuits (9-1-area code and number) with the cost of each call charged to the user activity. The Automatic Route Selection System (ARS) is programmed to provide least-cost routing of calls by accessing the Federal Telecommunications System (FTS) 2000/2001 network as the first choice. If these lines are not available, the call will proceed over the regular Bell Atlantic long distance dial network.

f. International Switched Voice Service (ISVS). ISVS is the competitively awarded international contract to be used for OCONUS calling when DSN is not available. Effective 1 January 2000, all CONUS and OCONUS calling will be transitioned to the FTS2001 Network, eliminating the need for the ISVS contract.

g. IT-21 T-1 Landline Connectivity

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(1) IT-21 T1 activation requests are submitted to NCTAMS LANT in accordance with NTP-2 and current Atlantic Communications Information Advisories/Communications Information Bulletins. Units are encouraged to contact the Joint Fleet Telecommunications Operations Center (JFTOC) Watch Officer via Immediate Precedence COMSPOT to report disruption in T-1 services. Prior to a trouble ticket being submitted, the unit shall take all actions required to ensure the disruption is not due to shipboard equipment problems. A service charge is levied on all service calls made which are determined to be caused by shipboard equipment.

(2) A total of sixty IT-21 equipped ships with Channel Service Units (CSUs) can be provided pier side SIPRNET/NIPRNET connectivity at the following locations:

(a) NAVSTA Norfolk - Piers 2-12 and 20-25 provide connectivity via two ST-1000s and two CISCO 7513 routers which are located at NCTAMS LANT, Technical Control Division, Building M-51.

(b) NAVPHIBASE Little Creek - Piers 11-18, 56-58, 61, Quay Wall East, West and Dog Leg provide connectivity via one ST-1000 and one CSICO 3640 router which are located at the Navy's demarcation in Building 3150.

(c) NAVSHIPYD Norfolk- Piers 3-6, Berths 1-43, Dry Docks 1-4, 6-8 and WetSup 2 and Building Ways provide connectivity via one ST-1000 and one CSICO 3640 router which are located at the Navy's demarcation in Building 65.

NOTE: Pier Side SIPRNET/NIPRNET equipment is installed behind existing Fleet firewalls and provides a maximum of 64KB for SIPRNET and up to 1.472Mbps for NIPRNET access. Internet Protocol services (NIPRNET/SIPRNET and Domain Name Service) request is submitted to NCTAMS LANT DET Hampton Roads in accordance with Access Request Message ALCOMLANT ALFA 036/98.

h. Indirect Defense Switched Network (IDSN). IDSN is dial tone provided to ships at sea via satellite. This service allows ships access to all Norfolk CENTREX networks (local area and on-base dialing, long distance, FTS2001 and DSN) while underway.

i. Calling Cards. Telephone calling cards are available for issue to a command for official calls through the Hampton Roads BCO. They provide a convenient method for command personnel to conduct official business and provide a method for commands to monitor telephone usage expenses. Calling cards are available for domestic and overseas use. Requests for calling cards must be submitted to the serving BCO on a TSR form.

j. Tidewater Metropolitan Area Network (TMAN). The TMAN is a Synchronous Optical Network (SONET) based network that provides for

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the transport of voice, video and data communications services. The TMAN interconnects telephone transmission/switch resources in an efficient manner to better serve area commands and supports Internet Protocol (IP) data, DS1 transport data and transport data for video requirements. As of May 1998, there are four SONET nodes installed: one each at NAVSTA Norfolk, NAS Oceana, FCTCLANT and the CINCLANTFLT Compound (with plans to connect to other bases). These nodes are interconnected with either leased lines or government owned fiber optic cable. Installed at three of these locations are unclassified and classified premise routers that can provide Secure Internet Protocol Router Network (SIPRNET) and Non-secure Internet Protocol Router Network (NIPRNET) service to Navy users. Such service is not limited to users at locations with premise routers or TMAN SONET nodes; the service can pass over commercial leased lines to NCTAMS LANT routers located on the CINCLANTFLT Compound, NAVSTA Norfolk or FCTCLANT.

In most cases, site surveys are required prior to service installation. Users requesting SIPRNET or NIPRNET services are required to complete Security Checklists validating network certification before connections are activated. TSR forms and Security Checklists are available from the NCTAMS LANT BCO to support requests for service.

2060.3 Telephone Service for Ships

a. Telephone Connections. Ships berthed at NAVSTA Norfolk, NAVPHIBASE Little Creek, WPNSTA Yorktown and Cheatham Annex are provided with telephone service in accordance with CINCLANTFLTINST 2880.1 series. Individual ship requirements are requested in the ship's logistics requirements (LOGREQ) message sent prior to arrival. Service is provided by a patch panel arrangement. Each pier has been equipped with jack boxes and the jacks numbered for identification. At NAVSTA Norfolk and NAVPHIBASE Little Creek, each ship's Interior Communications Division should contact the Telephone Exchange to arrange for service, to reactivate service upon arrival or to report troubles. At WPNSTA Yorktown and Cheatham Annex, each ship's Interior Communications Division should contact the BCO representative to arrange for service or to report troubles.

b. Trouble Reporting. NAVSTA Norfolk and NAVPHIBASE Little Creek ships experiencing trouble with telephone service must check their equipment going from the ship to the jack box on the pier; if the trouble is not found, ship's personnel shall contact NCTAMS LANT Telephone Exchange for assistance. WPNSTA Yorktown and Cheatham Annex ships are to call NCTAMS LANT to report troubles. Do not contact Bell Atlantic Telephone Company. Costs for all trouble calls referred to Bell Atlantic for assistance to the ship and any trouble found in ship's equipment will be billed to the ship or type commander, as applicable, when the trouble is found in ship's equipment. Terminal and splice cases located on the piers are the property of NCTAMS LANT.

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Jack boxes are the property of the installation. In no case shall ship's personnel tamper with any of this equipment. Ships responsible for cutting cables or damaging terminals or jack boxes must pay for the replacement and/or repairs.

c. Telephone Assignment. At NAVSTA Norfolk and NAVPHIBASE Little Creek, the Telephone Exchange will assign ships a number or numbers prior to arrival. Upon arrival, the number(s) will be activated and connected to the ship. An effort is made to retain the ship's assigned number(s) during periods when the ship is absent from NAVSTA Norfolk or NAVPHIBASE Little Creek. However, upon departure for deployment, the telephone number(s) will revert to an unassigned status and will be made available for reassignment as required. At WPNSTA Yorktown and Cheatham Annex, the BCO representative will assign ships a number or numbers prior to arrival, on a first come, first served basis. There is no guarantee of same number assignment for any ship moored at WPNSTA Yorktown and Cheatham Annex.

d. Telephone Service Funding. In most instances, the ship receiving telephone service is responsible for funding that service. Contact the respective BCO for additional information. Details pertaining to the procedures for payment will be arranged during discussions between the ship and BCO.

2060.4 Defense Switch Network (DSN) Precedence Level Calling Authority

a. Preempt Calls. Emergency situations may develop at the operating force level, which would require the employment of a precedence preempt calling authority to expeditiously acquire a DSN access line. U.S. Navy and Marine Corps operating forces afloat are authorized to place preempt calls at the PRIORITY level through the operator at the PBX/PABX (switchboards) located at activities under the area coordination of COMNAVREG MIDLANT. PRIORITY precedence is reserved for calls which require prompt completion for national defense and security, the successful conduct of war, or to safeguard life or property, which do not require higher precedence.

(1) In cases of emergency situations involving danger to life or safety of ships, aircraft or units, or matters having urgent bearing on the national security, precedence levels higher than PRIORITY may be used. When such emergency use of DSN is invoked, the calling party shall notify his chain of command of such use.

(2) The precedence level assigned a call is based on the importance of content of the call and not by the originator's rank or grade. Commanding officers shall ensure that all personnel placing precedence level calls in the DSN system are properly indoctrinated and comply with the precedence and responsibilities cited in JANAP 173 and OPNAVINST 2305.13 series.

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(3) If a call is preempted by a higher precedence call, the responsibility of reestablishing the call is assigned to the originator of the interrupted call.

b. Persons placing calls will provide the local PBX/PABX operator with the following information:

- (1) Caller's name, command/activity and extension number.
- (2) Precedence assigned (i.e. PRIORITY, IMMEDIATE, FLASH).
- (3) Name, command/activity and DSN number desired.

2060.5 Private Residence Telephones

a. SUREFLANT Screening. At the request of Bell Atlantic, COMNAVSUREFLANT screens all requests for priority installation of private residence telephones from personnel attached to forces afloat.

b. AIRLANT Screening. COMNAVAIRLANT screens all requests from personnel attached to fleet air units.

c. COMNAVREG MIDLANT Screening. COMNAVREG MIDLANT screens all requests for personnel attached to shore activities. Because of the limited telephone facilities in certain areas, the criteria used by COMNAVREG MIDLANT for priority consideration are:

(1) Are the duties of the individual such that he is required to be on call at his home outside of working hours?

(2) In an emergency, would delay contacting him be detrimental to the best interest of the Navy?

d. Flag Requests. Requests from flag officers and senior members of their staffs, commanding and executive officers, and other key personnel will, in general, receive favorable forwarding endorsements.

2060.6 Pay Phones. The Navy Exchange Service Command administers pay phones. Arrangements for installation or repair are made by calling the Regional Vending Office.